



Resources / Fact Sheets

Fact Sheets

[Book of Awards](#)

The Book of Awards is a print and online merchandise catalogue showcasing hundreds of top-of-the-line items in 7 product categories. Together, print and online versions offer a multi-channel approach to motivating program participation and performance.

[Recognition Program Fundamentals](#)

Our three-dimensional Recognition program design blends casual, everyday acknowledgement, with structured informal and formal recognition. The goal is to reinforce positive performance and nurture a loyal, dedicated, results-driven workforce.

[Rewards Portfolio](#)

The Rewards Portfolio is a wide range of merchandise, travel and virtual rewards selected with purpose and assembled to appeal to the widest possible audience.

[Total Rewards](#)

Total Rewards is an integrated approach to human resource management that considers the strategic interdependence of the tangible and non-tangible factors that influence employee engagement and motivation.

[The Organisational Alignment Survey™](#)

The OAS is an internally focused survey designed to reveal how closely a company is aligned in 12 key performance areas..

[The Service-Profit Chain](#)

The Service-Profit Chain illustrates the interrelationship between employee satisfaction, customer satisfaction, customer loyalty and ultimately, profitability. The model provides a framework for applying 'hard values' to 'soft measures' and informs long-term strategic investment decisions.

[Individual Travel Awards](#)

Individual travel awards range from domestic round-trip tickets to full-itinerary getaways, with all booking and arrangements handled by our in-house travel agency.

[Incentive Assessment](#)

An Incentive Assessment gives you a thorough, objective and independent perspective on individual or enterprise-wide incentive program investments.

[Sales Promotion Fulfilment](#)

As an outsource fulfilment partner, we have the capacity, systems and expertise to offer a full supply chain of fulfilment services.

[Achievement Awards Contact Centre Services](#)

We provide high quality call centre and business process outsourcing services with flexible capacity, the latest technology, skilled staff and detailed reporting capabilities.

[Customer Experience Management+™ \(CEM+\)](#)

CEM+ provides a logical framework and powerful tools for managing the activities that align customer brand expectation with customer brand experience, customer loyalty and improved profit.

[Sales Promotion Services](#)

Getting the best return on your sales promotion investment requires the help of a strategic partner with the expertise and infrastructure to deliver a high-impact, high quality campaign.

[Rewards Portfolio at a Glance](#)

Our Rewards Portfolio offers a full array of meaningful, memorable and motivating rewards. From travel to top quality merchandise, your winners can shop for what they want, the way they want to and enjoy instant download or door-to-door delivery.

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